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PART--I-- Orders and Notifications by the Government of Tripura, The High Court, Government Treasury etc.

GOVERNMENT OF TRIPURA
TRANSPORT DEPARTMENT

No.F.18(5)-Trans/2025 Dated, Agartala, the 10th November, 2025.

NOTIFICATION

Subject: Swift Response Protocols (SRP) for Road Accident Victims in Tripura

WHEREAS, the Hon'ble Supreme Court of India, through its order dated **17.04.2025** in **W.P.(C) No. 295 of 2012** (*S. Rajasekhran vs. Union of India & Others*) [IA No. 36566 of 2024], has directed all States and Union Territories to notify *"Swift Response Protocols"* to ensure that emergency services promptly reach the scene of road accidents, with timely reporting by the road agency and the Officer-in-Charge of the concerned Police Station;

AND WHEREAS, the **Ministry of Road Transport & Highways (MoRTH)**, through its letter **No. RT-25039/06/2024-RS (239681)** dated **13th May, 2025**, has requested all State Governments to ensure strict compliance with the said directions;

AND WHEREAS, the State Government of Tripura finds it necessary to establish a coordinated system for quick response to road accidents to save lives and provide timely help to victims;

AND WHEREAS, **"Swift Response"** means all emergency services must reach the accident spot, rescue victims, and ensure hospital admission — **all within the first one hour of the accident.**

NOW, THEREFORE, to ensure that emergency assistance reaches the accident victims immediately, the following **Swift Response Protocols** are hereby notified for strict compliance by all concerned Departments and Agencies, including the Police, Health & Family Welfare, Transport, Public Works Department (PWD), Fire & Emergency Services, Tripura State Disaster Management Authority (TSDMA), District Administration, Ambulance Services, and Local Bodies (Municipalities and Panchayats).

1. Definition of Golden Hour (as per MoRTH)

The **"Golden Hour"** refers to the first hour immediately after a traumatic road accident. It is the most crucial period when prompt medical attention can prevent death and serious complications. Providing first aid and transporting the injured to the nearest hospital within this time greatly increases the chances of survival.

2. Immediate Actions to be taken during the Golden Hour

a. Within 0–10 minutes: Incident Reporting & Alert

a) Any person — including a member of the public, passer-by, driver, Government servant, Student or CCTV operator — may report a road accident by calling **100 / 112 / 108** or the respective **road agency helpline**.

b) Upon receiving an accident report through **100 / 112 / 108** or any other channel, the **Police Control Room** shall **immediately alert** the **nearest police patrol, ambulance service (108), Fire & Emergency Services, Health Department, Transport Department, and District Administration** for coordinated response and rescue action.

b. Within 10–15 minutes:First Response Arrives

a) Police, Fire, or Ambulance teams reach the site.

b) Police secure the area, control traffic, and assist in rescue.

c) Paramedics give first aid and assess severity.

d) Fire service helps to rescue the victims and arrange for transportation & treatment at nearest hospital

c. Within 15–30 minutes:Evacuation & Medical Transport

a) Victims are shifted to the nearest hospital (public or private) that can handle emergencies.

b) Ambulance must reach within **20 minutes** in urban areas and **30 minutes** in rural areas (MoRTH standard).

c) The police shall record preliminary details and preserve evidence from the site.

d. Within 30–60 minutes:Definitive Medical Care & Information Sharing

a) Victims receive emergency treatment.

b) Police complete initial documentation and inform family members.

c) Collect evidence for investigation.

d) If required, an investigation shall be conducted by a **senior police officer** duly authorized under relevant laws and rules.

e) Transport/MVI begins vehicle inspection and data recording.

3. Roles and Responsibilities of Stakeholder Departments (as per Swift Response Protocol – SRP)

a) Tripura Police

i. Act as the **first responder** to any road accident reported through 100/112/108 or other sources.

ii. **Deploy the nearest patrol team** immediately to reach the site within 10–15 minutes.

iii. **Secure the accident scene**, regulate traffic, and prevent further accidents.

iv. **Coordinate rescue operations** with Fire & Emergency Services and Health Department staff.

v. **Ensure prompt evacuation** of victims to the nearest hospital during the Golden Hour.

vi. **Preserve evidence**, record basic details, and conduct spot documentation.

vii. **Inform family members** of victims at the earliest.

viii. **Register FIR/inquest**, if required, and support investigation and forensic analysis.

ix. Submit accident details to the **Transport Department and Road Safety Cell** within 24 hours.

x. Providing **Legal protection to all Rah Veer (Good Samaritans)** who voluntarily assist road accident victims at accident sites.

xi. Shall launch **awareness campaign** time to time to create public awareness about the significance of promptly reporting about accidents amongst road users and for that purpose signages/posters also be placed at adequate number of conspicuous places with helpline numbers/emergency contact numbers.

xii. Shall increase the frequency of patrolling teams of the concerned road agency and police stations on National Highways (NHs) and State Highways (SHs) especially during vulnerable hours.

b) Health & Family Welfare Department

i. Ensure **round-the-clock availability of ambulances** equipped with trained paramedics.

ii. Upon receiving information, **dispatch the nearest ambulance immediately** and coordinate with the Police Control Room.

iii. **Provide first aid** at the site and ensure victims are **shifted to the nearest hospital within 30 minutes**.

iv. **Alert the receiving hospital** for immediate emergency reception and trauma care readiness.

v. Maintain proper **medical and medico-legal documentation**, including treatment and death certificates.

vi. **Coordinate with police** in medico-legal cases and share necessary reports promptly.

vii. **Conduct regular first-aid and trauma management training** for ambulance and hospital staff.

c) Fire & Emergency Services Department

i. **Respond immediately** to accident alerts received through 101 or from the Police Control Room.

ii. **Assist in rescue operations**, especially in cases of trapped victims, vehicle fires, or hazardous spills.

iii. **Support police and health teams** at the site in removing victims safely.

iv. **Provide technical assistance** such as vehicle cutting, lifting, or fire suppression.

v. Ensure that **rescue vehicles and tools are operational and ready** at all times.

vi. Shall launch **awareness campaign** time to time to create public awareness about the significance of promptly reporting about accidents amongst road users and for that purpose signages/posters also be placed at adequate number of conspicuous places with helpline numbers/emergency contact numbers.

d) Transport Department

i. The **Transport Department** shall depute **Motor Vehicle Inspectors (MVIs)** for on-the-spot inspection within 24 hours of the incident.

ii. **Identify the probable cause** of the accident (mechanical failure, over speeding, road condition, etc.).

iii. **Maintain a state-level accident database** and update it with verified information from Police and Health Departments.

iv. **Coordinate with the Road Safety Cell and MoRTH Portal** for reporting and analysis.

v. **Monitor the implementation** of SRP timelines and submit compliance reports to the State Road Safety Council.

vi. Shall launch **awareness campaign** time to time to create public awareness about the significance of promptly reporting about accidents amongst road users and for that purpose signages/posters also be placed at adequate number of conspicuous places with helpline numbers/emergency contact numbers.

e) District Administration

i. Act as the **coordinating authority** for all departments involved in SRP implementation.
ii. Ensure that **relief and assistance** reach the victims and their families without delay.
iii. Provide **legal aid and counselling support** to victims or dependents, if needed.
iv. **Review SRP performance** in District Road Safety Committee meetings twice a month.
v. Ensure **adequate signage, emergency routes, and hospital linkages** in all sub-divisions.
vi. Shall launch **awareness campaign** time to time to create public awareness about the significance of promptly reporting about accidents amongst road users and for that purpose signages/posters also be placed at adequate number of conspicuous places with helpline numbers/emergency contact numbers.

f) Public Works Department (PWD)

i. Maintain all **State Highways, MDRs, ODRs, and Rural Roads** in safe and motorable condition.
ii. **Ensure pothole-free roads**, safe bridges, visible signage, functional lighting, and protective barriers.
iii. **Conduct road safety audits** regularly, especially at accident-prone areas.
iv. **Immediately report all accidents** to the Police Control Room and Transport Department.
v. Take **urgent corrective actions** (repairs, sign replacements, lighting restoration) within 48 hours of any reported accident.

g) NHIDCL (National Highways & Infrastructure Development Corporation Ltd.)

i. Maintain **24x7 incident management systems** on National Highways including helpline boards, cranes, and ambulances.
ii. **Deploy patrol vehicles** at regular intervals to monitor and assist in case of accidents.
iii. **Ensure maintenance of signage, barriers, rumble strips, lighting, and pedestrian facilities.**
iv. **Conduct periodic road safety audits** and rectify issues immediately.
v. **Report all National Highway accidents** to Police and Transport Departments without delay.
vi. Shall increase the frequency of patrolling teams of the concerned road agency and police stations on National Highways (NHs) and State Highways (SHs) especially during vulnerable hours.

h) Municipal Bodies / Local Panchayats

i. Act as the **local nodal agency** for immediate community-level response.
ii. **Promptly report accidents** to the Police (100/112) and Health (108) services.
iii. **Assist in rescue and first aid** operations until official teams arrive.
iv. **Maintain municipal roads, streetlights, and traffic signage** in proper condition.
v. **Keep emergency routes clear** from encroachments or obstructions.
vi. **Identify and report accident-prone locations** to PWD/Transport for corrective action.
vii. **Conduct road safety and first-aid awareness drives for municipal workers and local residents.**
viii. **To aware the people in reporting accident incidents and maintaining vigilance on Highways and town roads.**

4. Communication Protocol (Under SRP)

i. The **Tripura Police Control Room / ERSS (112)** shall serve as the **central nodal point** for receiving, verifying, and disseminating accident information to all concerned agencies.
ii. Upon receipt of any accident alert, the Control Room shall **immediately inform** the **nearest police station, ambulance (108), fire service, and hospital authorities** for coordinated action.
iii. The **Transport Department** shall establish a **dedicated multi-departmental WhatsApp group** comprising representatives from Police, Health, Fire, PWD, NHIDCL, and District Administration for **real-time communication, progress tracking, and situational updates** during rescue and recovery operations.
iv. All concerned departments shall ensure **acknowledgement and time-stamped updates** through the group.

5. Post-Incident Action

i. Within **24 hours** of receiving the Investigation Officer's report, a **Joint Study Team** shall visit the accident site to examine the **scene, vehicles, and physical evidence** as per the provisions of the *Tripura Road Accident Investigation Scheme, 2025 (notified on 08.04.2025).*
ii. The team shall identify **causal factors** (road, vehicle, or human), prepare a **composite accident analysis report**, and recommend **corrective measures** to the concerned road agency and the Transport Department.
iii. Findings shall be uploaded to the **State Road Safety Portal** for monitoring and follow-up.

6. Monitoring and Evaluation

(a) District Level:

i. The **District Road Safety Committee (DRSC)**, chaired by the **District Magistrate & Collector**, shall conduct **bi-monthly reviews** (one physical and one virtual) of all fatal and serious road accidents.

ii. The Committee shall assess response time, rescue efficiency, and post-incident coordination among departments.

iii. **Minutes of the meetings** shall be uploaded to the **MoRTH Road Safety Portal** and the respective **District Portal** within 48 hours of meeting conclusion.

(b) State Level:

i. The **PWD/NHIDCL**, as the respective road-owning agencies, shall conduct **detailed road safety audits** of all stretches where fatal accidents occur.

ii. Corrective measures (signage, lighting, barrier repair, geometry correction, etc.) shall be initiated within **15 days of audit completion**.

iii. The **Transport Department** shall prepare a **SRP performance report** based on district inputs and place it before the **State Road Safety Council** for review and policy direction.

7. Fixing responsibilities if delayed Reporting/Action: In case of failure to discharge the roles & responsibilities assigned to the respective officials shall invite penal action including dereliction of duties in accordance with the respective Service Condition Rules.

By Order of the Governor,
Signed by Maitreyee Debnath
Date: 19-11-2025 18:38:35
Joint Secretary
to the Government of Tripura